

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post GUATEMALA	2. Agency Department of State	3a. Position Number 312201 100773
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☒ No

4. Reason for Submission

☒ a. Redescription of duties: this position replaces
(Position Number) _____, (Title) DPO Supervisor-Administrative Assistant (Series) 0130 Grade FSN-7☐ b. New Position _____☐ c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	DPO Supervisor and Administrative Assistant; Series 0130	FSN-7		
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title)	7. Name of Employee
8. Office / Section Information Resource Management (IRM)	a. First Subdivision Management Office (MGMT)
b. Second Subdivision Information Management Officer (IMO)	c. Third Subdivision Diplomatic Pouch Office (DPO)

9. This is a complete and accurate description of the duties and responsibilities of my position _____ Printed Name of Employee _____ Signature of employee _____ Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position _____ Printed Name of Supervisor _____ Signature of Supervisor _____ Date (mm-dd-yyyy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position _____ Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head _____ Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy)
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13. Basic Function of Position

Responsible for the management of the Diplomatic Pouch Office (DPO), serving the embassy and all associated agencies. Overseas all functions of the DPO, to include US and local mail delivery, Unclassified Diplomatic Pouch, Document reproduction services, Security Screening of certain mail items, and oversees the radio inventory. Responsible for training and advising DPO staff and customers on DoS pouch and USPS regulations. Primary point of contact to the Information Program Officer (IPO) in all matters pertaining to the coordination of courier pouch operations and special flights. Manages the inventory, disbursement, and replacement of emergency radios, and cell phones. Serves as the Contracting Officer's Representative (COR) for cell phone contracts, and actively participates in the development of Proposals. Working in conjunction with the Financial Management Office (FMO), reviews and compare cell phone bills and invoices to determine spikes in usage, consequently informing the FMO for the issuance of bills for collection. Assist in the development and implementation of cell phone policies.

14. Major Duties and Responsibilities

Serves as the Mission's One-Stop shop for matters pertaining to issuance of radio and cellular phones. Maintains accurate inventory and accountability of all Cell phones assigned to embassy staff. Primary point of contact for all matters pertaining to replacement of defective Cell phones, service disputes and/or interruption of service. Serves as the Contracting Officer's Representative (COR) for Cell phone contracts, valued at approximately \$450,000 annually. Reviews monthly Cell phone bills for accuracy and irregular usage. Notifies the Financial Management Officer for issuance of bills for collection. Develop, maintains and updates a SharePoint inventory list for all Cell Phones assigned to embassy personnel. 25%

Supervises mail and pouch customer window services: Assesses patron's eligibility to use the DPO. Provides authorized DPO patrons with information at time of mailing about different rates by USPS rate category, USPS extra services, US Customs information, and proper packaging. Ensures that patrons are not sending hazardous or restricted material. Assesses postage based on weight, size, postal zone and service level desired by patron. Operates USPS scale, postmarks and cancels US postage affixed to mailing items. Affixes proper customs forms and provision of cash and extra services receipts to patrons. Accepts and postmarks official mailings and balloting/voting material. Resolves patron's USPS insured mail claims and complaints. 20%

Supervises the makeup and dispatch of DPO mail and unclassified pouch. This includes the placement of DPO mail in mail transportation equipment and the unclassified pouch correspondence in pouch bags. The affixing of proper barcode slide labels, flight tags, special mail category tags and anti-pilferage seals. The weighing of the prepared DPO mail and Unclassified pouches. The preparation of the daily AV-7 Military/Diplomatic Mail manifest and the unclassified pouch ILMS. The provision of DPM escorts for DPO mail and unclassified pouches during and from the transport to the airport. The tendering of DPO mail and unclassified pouches to International carriers for transport to the U.S. Enters the daily AV-7 dispatch data into the Automated Military Postal Service (AMPS) server, for tracking and timely payments to air carriers. Assesses air carrier performance, conducts meetings with air carriers and recommends changes to resolve transportation issues. 20%

Supervises receipt, threat screening, break-down, and distribution of incoming DPO mail, unclassified pouch correspondence, and local delivery mail. This includes the receipt of DPO mail from air carriers and the processing of unclassified pouches through local customs. The initial mail threat screening in personal protective equipment. The removal of mail from mail transport equipment, and consequentially the sorting of mail by box number, unit number and name. The logging of mail and the use of ILMS to scan and track pouch items. The distribution of mail to authorized DPO patrons and embassy offices through mail receptacles. Forwarding of mail, directing missent items and with insufficient addressed mail, properly handling not deliverable as addressed mail by USPS rate category. Ensures all DPO mail and unclassified pouch correspondence is properly safeguarded against loss or theft while in DPM/DPO custody. Assigns locking mail receptacles to DPO users. 15%

Manages the use and equipment of Click N'Ship: Provides guidance to customers on all the advantages of using Click N'Ship. Maintains required USPS and DoS directives, manuals, publications and files. Ensures required directives, manuals and publications are on hand, updated and available for DPM/DPO and patron use. Maintains and safeguarding USPS and DoS records and files for the required periods. Properly destroys sensitive USPS and DoS records and files. Properly replies to requests from agencies and individuals for information contained in DPO files and records according to US Law, and USPS and DoS regulations. 10%

Custodian of USPS and DoS equipment supplies and forms. Provides custody and safeguarding of USPS and DoS capital equipment, supplies and forms. Orders capital equipment to meet the DPO and Unclassified mailroom needs. Performs routine maintenance on and calibration of Ion scan explosive detector. Performs updates on USPS Integrated Retail Terminal system and calibration of scales. Sets USPS and DoS supply levels based on need. Controls the issuing of supplies and forms to postal clerks and DPO patrons. Re-orders and stocks USPS and DoS supplies and forms. Conducts inventories of capital equipment, supplies and forms. 10%

****Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.**

15. Qualifications Required For Effective Performance

- a. Education
Two years of college studies is required.
- b. Prior Work Experience
Two years of administrative/managerial work experience are required. Of those years, one year supervisory experience is required.
- c. Post Entry Training
Web based Postal Education and Training Course. PA-360 Introduction to supply chain management (FSI Online), YW-462 ILMS Dip Pouch and Mail – Overseas Mailroom User (FSI Online), Contracting Officer Representative, PA-296 (FSI Online).
- d. Language Proficiency: List both English and host country languages(s) proficiency requirements by level (II, III) and specialization (sp/read).
Level 4 (fluent) speaking/reading/ writing Spanish and English is required.
- e. Job Knowledge
Must have a thorough knowledge of DoS and DPO mail handling procedures and regulations. Good knowledge of the organization, functions, personnel, and practices to which service is provided.



f. Skills and Abilities

Ability to supervise effectively. Ability to negotiate. Strong communications skills, tact in dealing with customers, and exercise diplomacy when required. Ability to read intricate local telephone invoices and identify anomalies. Possession of a valid driver's license. Able to lift and carry 70 lbs. Level (IV) Good working knowledge of Microsoft Word, Outlook and SharePoint applications. Strong organizational skills in order to manage a comprehensive cell phone inventory and keep track of contract clauses, invoices, user demands.

16. Position element

a. Supervision Received

Supervised by the Information Management Officer and the Information Program Officer.

b. Supervision Exercised

Incumbent supervises three local employees: one mail room supervisor (FSN-5), two mail clerks (one FSN-3 and one FSN-4).

c. Available Guidelines

5 FAM for pouch and mail, 14 FAM for DPO, DoD 4525.6-M (DoD Mail Manual), DoD 4525.6-I-1 (DoD Post Office location listing) DoD 4525-6-L-2 (DoD Post Office Mail Distribution Scheme), DoD 4525.6-STD, DoD 4525.6-H, DoD 4525.6-C, Unysis III Integrated Retail Terminal Supervisors Handbook, USPS DMM 86, USPS Handbook T-7, Publication 52 Hazardous, Restricted, and Perishable Mail.

d. Exercise of Judgment

The complexity and variety of the daily mail transactions involved in servicing post requires considerable judgment in the application of regulations and instructions to specific situations. Tact and diplomacy must be exercised regularly when dealing with local authorities, airline officials, and local cell phone providers. In like manner, the same should be afforded to DPO customers as well as DPM contacts, and DPO Gateway managers.

e. Authority to make Commitments

NONE

f. Nature, Level, and Purpose of Contacts

Daily contact involving mail matters with DPO staff, embassy employees, and dependents, active and retired military. Regular contact with Postal Service and DPM personnel involving mail issues affecting transportation, finance, security and administration. Daily contact with local customs and airport security personnel. Frequent contact with air carrier, cargo managers serving Guatemala to move DPO mail and Unclassified Pouch, securely and timely. Frequent contact with contracted Cell phone service provider in matters regarding purchase of official Cell phones and billing disputes.

g. Time expected to Reach Full Performance Level

One year